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TV Guide Interactive Reference Manual

Revision Date: November 19, 2003

TV Guide Interactive, Inc.

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Tulsa, Oklahoma 74136

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Welcome

Introducing the most exciting new service to hit television, now available from your cable provider. With your **Digital Video Recorder…powered by TV Guide Interactive®,** now more than ever…you can have COMPLETE CONTROL of your TV.*

Imagine…coming home to your own personal library of television programs, movies, and sports that you watch whenever it's convenient for you. It's *TV for your schedule.*

Pause live television! Rewind and replay programs so you don't miss a beat.

Record up to 60 hours** of your favorite programs and view them as many times as you want, whenever you want. You can even record High Definition TV+. All without rentals, tapes, or returns.

Digital Cable brings you more programming choices than ever before and with TV Guide Interactive, you can effortlessly find the shows you want. Faster, easier and completely enhanced, TV Guide Interactive puts you in control, all at the touch of a button. Set Reminders, Favorites, Parental Controls and more. With TV Guide Interactive, the world of Digital Cable is at your fingertips.

Use this Reference Guide to get started enjoying your Digital Video Recorder…
…powered by TV Guide Interactive®!

**DVR is not available in all areas.*

*** Recording capacity varies.*

+Requires DVR connection to High Definition television.

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Digital Video Recorder

Your DVR service features Motorola DCT6208 with built in DVR (Digital Video Recorder) empowering you to control what you watch and when you watch it. It allows you to store and access TV programs— functioning like a VCR, but with no videotape. With the DVR you can also pause live TV and choose the shows you want to record through TV Guide's Interactive Program Guide across multiple channels and time slots.

Recording Capacity

The recording capacity on the DVR depends on the video format of the programming. Here are some guidelines to use when determining recording capacity:

Analog TV Shows (not digital) – Typically analog cable channels are channels 2 through 78, but may vary depending on your cable system. Recording capacity is up to 25 hours.

Digital TV Shows (compressed) – Typically digital cable channels are channels 100 and above, buy vary depending on your cable system. Recording capacity is over 30 hours.

High Definition TV Shows – Shows that are broadcast in HD may be recorded in the same format, provided your DVR is connected to a High Definition Television. Recording capacity is up to 10 hours.

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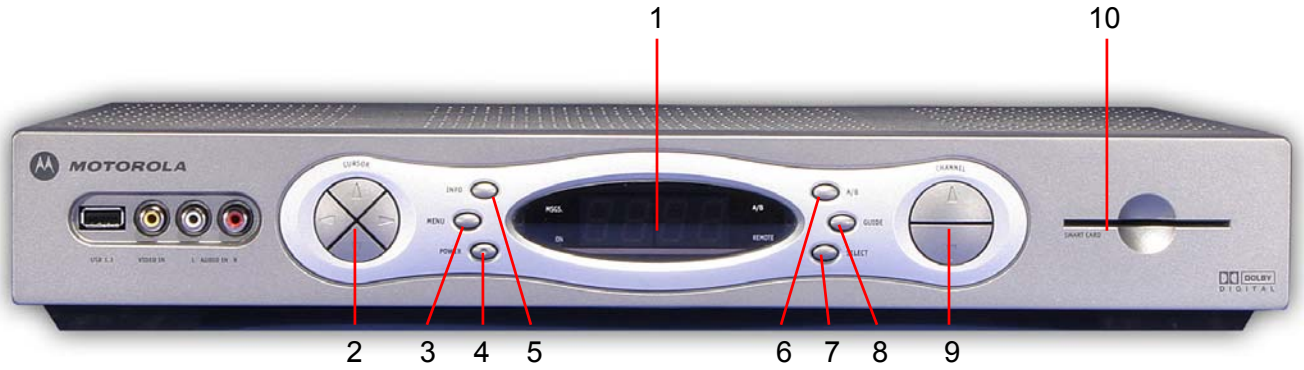
The DCT6208 Front Panel

The DCT6208 front panel has 12 keys and an LED display. Use the keys to perform basic functions such as access the interactive program guide, navigate menus, and purchase Video on Demand and Pay-Per-View events.



	Key	Description
1	LED	Displays the channel number or time of day. There are four indicator lights on the LED screen: • MSGS. - the DCT6208 has received messages for you to read • A/B - the RF bypass is active • ON - the DCT6208 is powered on • REMOTE - the remote control is in use
2	▲▼◄ ► CURSOR	Moves the cursor around the program guide and menu screens.
3	MENU	Displays the main menu.
4	POWER	Turns the device on or off.
5	INFO	Displays the current channel and program information.
6	A/B	Use to manually enable the RF bypass function. You must have a cable-ready TV for this function to operate. (Optional)
7	SELECT	Selects menu options, VIDEO ON DEMAND programming, Pay-Per-View events or programs from the program guide.
8	GUIDE	Displays the program guide.
9	CHANNEL + CHANNEL -	Changes the channels by moving up or down.
10	SMART CARD SLOT	Not currently enabled – intended for future use.

There are also inputs for a Universal Serial Bus (USB), audio/video jacks and a Smart Card slot. These inputs are for future applications under development and are not enabled on this unit.

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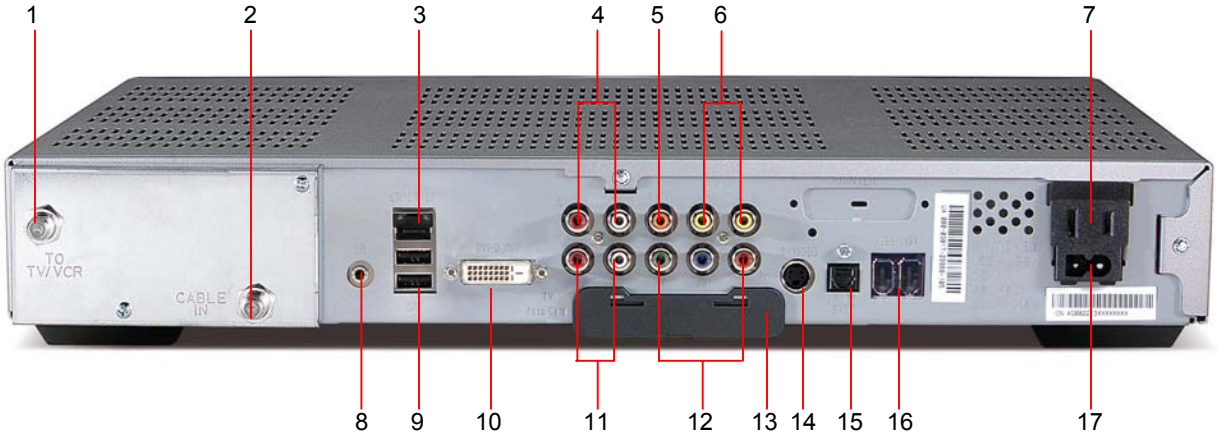
The DCT6208 Back Panel

The rear panel of the DCT6208 consists of three types of interfaces - audio, video and data. The table following this drawing describes each connection and its use.



	Key	Description
1	TO TV/VCR	This coaxial output connector is used to connect the DCT6208 to a TV or VCR operating on channel 3 or 4.
2	CABLE IN	The CABLE IN connector receives the incoming signal from your cable service provider.
3	ETHERNET	Not currently enabled - intended for future use.
4	AUDIO IN R AUDIO IN L	These connectors are used to connect a set-top between a peripheral audio device such as a CD player and a stereo tuner or A/V receiver. In the current DCT6208 release, the audio from the peripheral device will pass through the DCT6208 when it is turned off.
5	SPDIF	The orange coaxial SPDIF connector is a digital output connection that carries Dolby Digital 5.1 audio or PCM audio. It is used to connect the DCT6208 to a stereo tuner or A/V receiver to provide surround-sound, theater-style audio.
6	VIDEO IN VIDEO OUT	The VIDEO IN connector accepts a baseband video input from a VCR, camcorder or other video device. (Not currently enabled.) The VIDEO OUT connector is used to deliver baseband video to an external device such as a VCR or TV.
7	OUTLET	This AC outlet may be used to plug your TV into the DCT6208 as a convenient additional outlet.
8	IR	This connector enables the DCT6208 to control a VCR while recording a selected program. Not all electronic program guides support this feature.
9	USB	Not currently enabled - intended for future use.
10	DVI-D	Digital Video Interface. To connect high definition monitor or high definition television.
11	AUDIO OUT R AUDIO OUT L	The RCA phono-type connectors are used to deliver audio to a stereo receiver.

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12	Y Pb Pr	These connectors are used to deliver component video to an HD-ready TV or monitor. Though capable of delivering standard definition video to your TV or monitor, these cables are necessary to deliver High Definition video.
13	TV PASS CARD	For Future Use.
14	S-VIDEO	This connector is used to deliver high quality, standard definition video to external devices that accept S-Video inputs, such as a high-end VCR or TV.
15	OPTICAL SPDIF	The OPTICAL SPDIF connector is an optical digital output connection that carries Dolby Digital 5.1 audio or PCM audio. It is used to connect the DCT6208 to a stereo tuner or A/V receiver to provide surround-sound, theater style audio.
16	IEEE 1394	Firewall Digital Interface. To connect high definition monitor or high definition television.
17	POWER INLET	For the female end of the supplied power cord.

Important Safety Instructions

Please refer to the Motorola DCT6208 User Guide for complete safety and operating instructions.

The Motorola DCT6208 has been designed to operate reliably in a well-ventilated household environment. Slots and openings in the unit cabinet are provided for ventilation. These openings should never be blocked by placing the product on a bed, sofa, rug, or similar surface.

- Position the DCT6208 with at least 2 inches of space above and on all sides.
- Do not block the slots and openings in the DCT6208.
- Do not place anything on top of the DCT6208.
- Do not position the DCT6208 in an enclosed space that would restrict airflow around the unit.
- Do not position the DCT6208 near any external heat source that could raise the temperature around the unit.

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Basic Guide Navigation Tips

- Yellow is always the highlight color. As you navigate listings using your remote, the highlight appears on screen to indicate your current selection.
- Press the ▲▼◄ ► buttons on your remote to move the highlight.
- Press **OK** to make your selection.
- Press the **EXIT** button on your remote to return to watching TV.

Remote Control Features

Lock
Restrict viewing with Parental Controls

Help
Learn more about a feature

Exit
Return to watching television

Guide
See program listings for the current time

Day*
See listings for the next or previous day

Numbers
Press channel numbers, then **OK/SEL** to tune to a channel

Music
See digital music channels

VCR Controls
Controls VCR, ON DEMAND and Digital Video Recording (if available)

Info
See program information

OK
Select a highlighted item; or, while watching a program, press to display or remove the Flip Bar

Arrows (▲▼►◄)
Use to highlight guide features, or while watching television press to begin browsing; *Note: Arrows control playback of recorded programs with DVR.*

CHAN ▲▼
Change channels and access the Flip Bar

MENU
Enter and exit the Main Menu

LAST
Return to the previous screen or channel

FAV
Tune to your Favorite channels, once you set them up

PAGE ▲▼
Scroll to the next or previous page of listings

Note: Remote pictured may not reflect your actual remote. Basic functions should be the same.

**Amount of programming data varies by system.*

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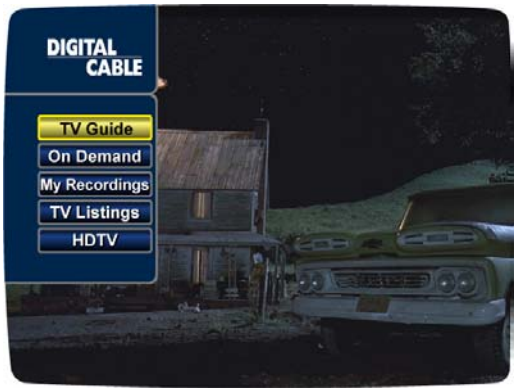
Menus - Access Digital Cable

Main Menu

TV Guide Interactive's **Main Menu*** gives you easy access to all the features of digital cable. Press **MENU** on your remote, then select from the options available, including TV listings By Time, viewing options by genre, Parental Controls, Favorites, Local Weather and more.

Quick Guide

Your system may offer a **Quick Guide*** menu in addition to the **Main Menu** for quick access to select features of your Digital Cable service. Press **MENU** on your remote then use your remote to make your selection. Select TV Guide to access the Main Menu.



Guide Tip You can click on the promotion panels located on the left side of virtually every screen to learn about products, services and TV programs offered through our promotional partners.

**Menu selections vary depending on the services your cable provider offers.*

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Quick Access Menu

The **Quick Access Menu** provides shortcuts to other areas of the program guide and appears on listing and menu screens, other than the **Main Menu** and **Quick Guide**.

See a description of your highlighted selection, including programs and the Quick Access Menu icons.

Quick Access Menu

Guide Symbols to Know - Quick Access Menu Icons

These icons may appear in your **Quick Access Menu***, depending on the services your cable provider offers. Highlight and select the icon with your remote and you will immediately access the area indicated.

TV Guide Interactive Main Menu	Favorites list
Page up and down	VOD Main Menu
Search menu	Digital Music listings
Kids listings	Movies listings
Sports listings	Listings By Time
Listings By Channel	Guide Setup Menu
Message Center	TV Timers
Pay Per View Listings	PPV by Title
PPV Events	Digital Recordings

**Menu selections vary depending on the services your cable provider offers.*

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Search Categories and Listings

Finding something to watch is easy with TV Guide Interactive®. Sort and view program listings that interest you, including Listings By Time and By Channel, or by Genre such as Movies, Sports, Children and more. Select a category from the **Main Menu** or the **Quick Access Menu** to display listings.

You can narrow your program options by theme using subcategories provided.*

*Menu selections vary depending on the services your cable provider offers.

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Program Listings

Program listings appear in a grid format with channel numbers and network call letters down the left side and times along the top. Listings are color coded to help you identify different types of programs:

Blue – Regular programs

Purple – Movies

Green – Sports

Orange – Children's programs

Navigating Listings

- Make a selection from one of the TV Guide Interactive Menus, or just press **GUIDE** on your remote to go to program listings for the current hour.
- Use the ▲▼ buttons on your remote to navigate program titles, and the ► button to see program listings for later that day and up to four days out*.
- For faster searching:
  - Highlight the ▼ ▲ icons on the **Quick Access Menu** and press **OK** on your remote

    or
  - Use the **PAGE** ▲▼ buttons on your remote while in the listings

    or
  - Press the **DAY** ◄ ►buttons to advance ahead a day at a time.
- Press **INFO** on your remote to see detailed program information.
- Highlight a program title and press **OK**. If the program is on now, you will tune to it. If the program is on later, you will see an information screen that provides program details and other features.

Guide Tip Press and hold ► to rapidly move ahead in the listings.

** Amount of listings varies.*

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Listings by Channel

- Select By Channel on the **Main Menu** to see listings organized By Channel.
- Press the ► button to see listings for the next channel in sequence.
- Use the ▲▼ and PAGE ▲▼ buttons on your remote and the icons on the **Quick Access Menu** to navigate listings.
- Press **INFO** on your remote to see detailed program information.
- Highlight your selection and press **OK** to tune to it if the program is airing now, or to see program information if the program airs at a later time.

A-Z Title Search

A-Z Title Search allows you to find a specific program by entering the first few letters of the program name.

- Select **A-Z Title Search** from the Search Menu and use the ▲▼ buttons until the letters you want appear in the boxes.
- Advance to the next box by pressing the ► button on your remote.
- Continue entering letters until the program you are looking for appears in the listings.
- Press **OK** to jump to the listings. When you find a program you want to watch, highlight it and press **OK**.

Adult Programming

The Adult category, accessed from the Search Menu provides access to listings for adult-oriented programming. Adult programming may be purchased as a single program or as a time-block package, depending on your cable provider's service. For your convenience, you may also restrict Adult titles from being viewed in the listings by setting **Parental Control Locks**. See Parental Control section for more information.

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Program Information

TV Guide Interactive provides **Instant Information** while you view program listings so you see program details at a glance. Instant information includes program title, start/end time, program rating, a brief program description, and helpful indicators that identify your settings, such as Reminders, Recordings and Favorites.

If you want to access more information on a program while in the listings or while watching TV, press the **INFO** button on your remote. Here you can read a longer description about the program as well as additional details such as year made, category and runtime.

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Action Icons

From the Program Information screen, you can take a number of actions by using the **Action Icons** at the bottom of the screen, such as set a Reminder or see upcoming air times for a program. Use the ◄ ► arrow buttons to highlight each icon, while a description appears just above the icons.

Guide Symbols To Know: Action Icons

- Go back to the previous screen
- Tune to a program
- Record/Change Record Options*
- Place a lock on the program to restrict viewing
- Display all the times the program will be airing
- Set a reminder for this program
- Save the channel in your favorites list
- Order PPV and other pay services

Guide Tip With TV Guide Interactive®, you can look ahead to see listings and schedule recordings for programs that air in the future. The amount of data varies by cable system.

** Requires separate VCR Setup or use of Digital Video Recorder.*

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Digital Video Recording (DVR)

Recording your favorite programs and watching whenever you want has never been easier with DVR…powered by TV Guide Interactive®. Now you can record your favorite programs and watch them at your convenience from your personal video library stored on your digital set-top box. You can even pause, fast-forward, and rewind LIVE TV to playback the scenes you've missed. In fact, your DVR is one of the first available that can actually record and play High Definition programming!*

Control Live TV

Using your DVR with TV Guide Interactive, you can control live TV. Anytime you tune to a channel, the DVR begins making a temporary recording of whatever you're watching. So you can PAUSE if the phone rings, REWIND the scene you missed and FAST-FORWARD to skip what you don't want to watch. Your DVR will record up two hours of live TV**.

The live TV recording is not a permanent recording, unless you actually record it to the DVR's hard drive. For live TV recordings, the temporary recording will be erased if any of the following occur:

- You turn off the DVR
- You change the channel
- You begin recording the program you are watching or another program to the DVR
- You watch more than two hours. After two hours, the DVR removes the earlier minutes of the recording, so that the most recent two hours** are kept in the temporary recording.

**Recording and playback of High Definition programs requires DVR connection to High Definition television.*

***Less than two hours for live television broadcast and recorded in high definition.*

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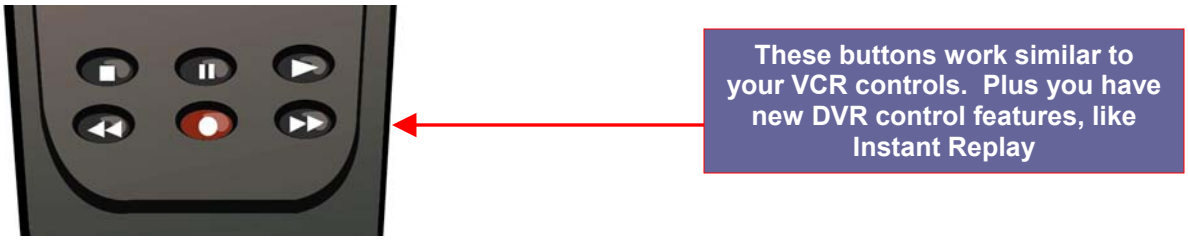
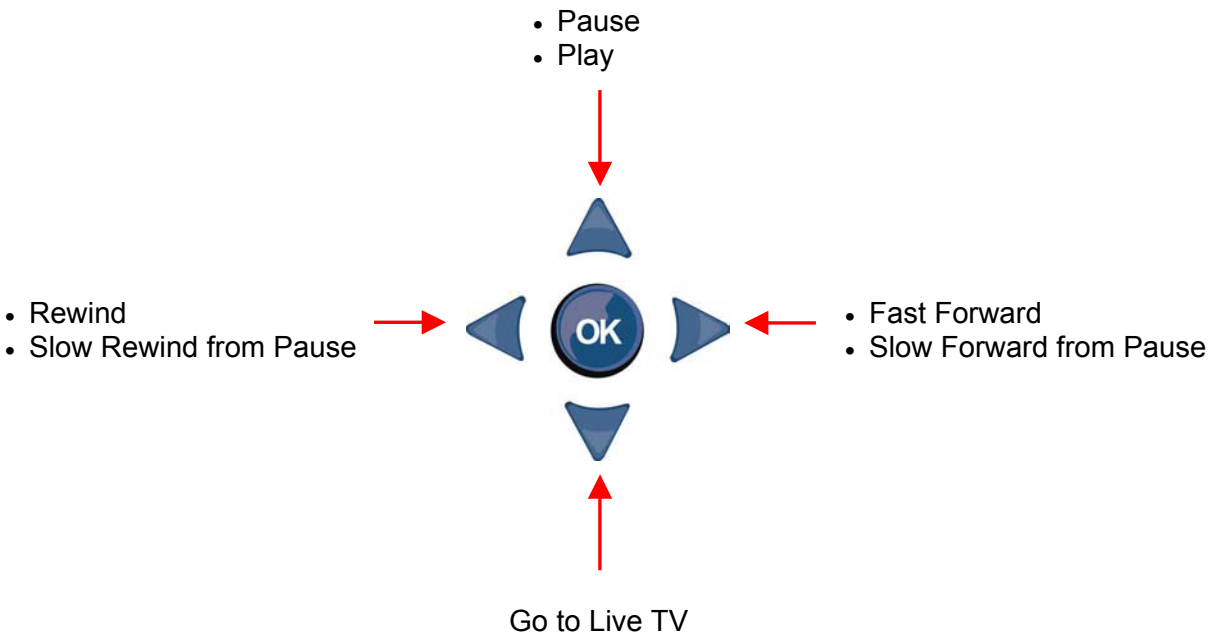
Playback Controls - Using the Video Control Buttons



Playback Controls – Using the Remote Control Arrow Buttons

The ▲▼►◄ buttons on your remote control will also control playback when you are watching a recording-in-progress or while watching a recorded program.



Page ▼ – Instant Replay the last 15 seconds of programming.

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Pause

As you watch live TV and recorded programs press PAUSE and the video on your TV screen instantly freezes. No more missing the climactic scene of a movie or the winning play of the game! For programs you are watching live, your DVR will remain in pause for up to two hours*. Press PLAY to resume play of the program.

Rewind

Want to review a portion of your live show? It's a snap with DVR. Press REWIND . Press it again up to 4 times to increase the rewind speed. REW, REW2, REW3 and REW4 will appear on screen. REW is the slowest setting and REW4 is the fastest.

Fast Forward

Press FAST FORWARD to move forward in the program. Press it up to 4 times to increase the fast-forward speed. FF, FF2, FF3 and FF4 will appear on screen. FF is the slowest setting and FF4 is the fastest. For programs you are watching live, FAST FORWARD can be activated if you have paused or rewound the program.

** Pause capacity depends on video format; less than two hours for high definition programming.*

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Slow Motion

Your DVR is equipped with slow-forward and slow-rewind functions to give you crisp and clear slow motion images. Ever wonder what the referees are looking at when they review a controversial play? Use slow motion to get an inside look. To activate slow-forward, press PAUSE and then FAST FORWARD. To use slow-rewind, press PAUSE and then REWIND. To return to regular speed, press PLAY.

Instant Replay

With Instant Replay*, you can go back to see the last play of the game or replay the last scene of your movie. Just press **PAGE ▼** on your remote to replay the last 15 seconds. Press **PAGE ▼** repeatedly to continue skipping back in 15-second increments.

Get Back to Live TV

Anytime you pause or rewind a live program, the show continues to be broadcast in real time. To return to live programming, press the ▼ button*.

Guide Tip

Using Parental Controls With DVR – You can restrict viewing of recorded programs, just like any other program. If you schedule a recording for a program you have locked, the program will be recorded, however audio is muted and no video will appear while the program is recording. A restricted notice will appear allowing you to enter your PIN to view the program during recording. Once the program is recorded, you can access it from your list of recorded programs. Just enter your PIN to view it.

**Some remotes are equipped with Instant Replay and LIVE buttons.*

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Your Personal Video Library

Using your DVR with TV Guide Interactive®, you can build your own personal library of programs. Movies, sports, TV shows…whatever you want. It's ready for you to watch whenever you want. Follow the steps below to build and manage your personal video library.

Building Your Library - Recording Programs

You can set and schedule recordings three ways with TV Guide Interactive®: *one touch record, interactively by program* and by *manually scheduling your recording.*

One Touch Record

Press RECORD on your remote any time while watching TV or while navigating through the guide. Recording begins immediately at the point you pressed RECORD for programs airing now. You can automatically schedule recordings for programs starting at a later time or date by pressing RECORD while in the listings. Recording is scheduled to start at the program scheduled start time.

A red dot on screen indicates a recording is scheduled for the program you have highlighted.

Record From Program Information

When you highlight and select a program scheduled at a later time from the listings, you will see an information screen. Highlight the **Action Icon** and press **OK** to start a recording at the time the program is scheduled to start.

Note: For more information on Action Icons, see ***Action Icon*** *section in this manual.*

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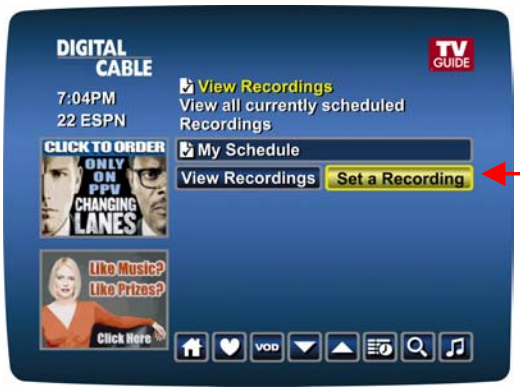
Schedule a Recording

Step 1: From the **Main Menu**, select **My Schedules***



Step 2: Select **Set a Recording.**

Step 3: Enter the start and end time for the recording, enter the day to record and select ☑ to confirm.

Step 4: Select the channel you want to record and you're set to go.

To schedule a repeat recording, for example to record multiple episodes of a program, modify the recording options. See next section.

**Menu label may vary.*

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Managing Scheduling Conflicts

If you try to schedule a recording that overlaps another scheduled recording time, you will see a **Scheduling Conflict Message**. Use the icons to decide which program to record.

-To keep the new recording and remove the old one.

- To keep the old recording and cancel the new one.

View Your List of Scheduled Recordings

Step 1: From the **Main Menu**, select **My Schedules***

Step 2: Select **View Recordings.**

Step 3: See a list of your scheduled recordings. Select a title to cancel the scheduled recording or modify recording options.

** menu label my vary*

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Modifying Recording Options

TV Guide Interactive® gives you flexibility to manage your personal video library. You can change your recording options at any time, as often as you like.

Change Options for Scheduled Recordings

From the Main Menu

Select **My Schedule**. Select **View Recordings** to see a list of your scheduled recordings. Highlight a program title and press **OK** or **INFO**.

Select to change the **Recording Options**, or select to delete this program from your list of **Scheduled Recordings**.

Use the ◄ ► buttons on your remote to change **Recording Options:**

- Change the frequency of the recording, such as every day or once a week.
- Specify how many recordings to save.
- Set a "Save Until" parameter, either until you delete, or automatically when space is needed.
- Change the start and end times so that you catch every minute of a program, even if it runs over.

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From Listings

Select your scheduled recording in the listings.

A red dot on screen indicates a recording is scheduled.

Press **OK** or **INFO** and select the icon.

From here, select to cancel the recording, or select to modify the recording options.

Note: A scheduled recording will begin at the indicated start time and channel you select. The scheduled recording is not tied to the program title. The DVR will record whatever program airs on that channel at that time, even if the program you have selected does not air.

Guide Tip DVR is not a long-term storage device. To maximize your storage space, review the contents of your library regularly and discard the recordings you no longer wish to save. See *Managing Your Personal Video Library* in this manual.

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View Programs Stored In Your Personal Video Library

Step 1: From the **Main Menu**, select **My Recordings***. Use the ▲▼ buttons on your remote to search through and highlight titles from your list of recorded programs. Press **OK** to select the program.

Step 2: From the information screen, select ▶ to resume Play from where you left off or select ⏮ to restart from the beginning.

Guide Symbols to Know: Recorded Program Information Screens

- ↩ - Go back to the previous screen.
- ✕ - Delete the program from My Recordings.
- ▶ - Play the recording
- ⓘ - Change the Delete Priority Rule
- ⏮ - Start the recording from the beginning.

Step 3: To control playback while watching your recorded program, use either the video control buttons or the arrow buttons on your remote. See the *Playback Control* section for more information.

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Recording Starting Notice

Before a scheduled recording begins, a notice will appear on-screen giving you the opportunity to confirm or cancel the scheduled recording. If you don't do anything when the recording is scheduled to start, the DVR will automatically tune to the channel and begin recording. Live TV programming currently in the temporary recording will be erased once the scheduled recording starts.

Guide Tip Changing the channel during a recording will stop the recording. You will see a notice confirming you want to stop the recording and change channels or continue recording.

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Managing Your Personal Video Library

A recorded program remains in your personal video library until you decide to delete it. Your DVR will record and store up to 60 hours of standard definition programming and up to 10 hours of High Definition programming*. To make the most efficient use of DVR storage space, follow these guidelines:

To Delete Recordings

From the program information screen, select the icon to delete the recording, or select the icon to modify the **Delete Priority**. For example, you can tell the guide to delete the recording when space is needed.

Copy Recordings to A VCR Tape

After you watch a recording, decide to either erase it or keep it permanently by transferring it to a VCR tape.

When you copy recordings to a VCR tape, make sure that the recording is displayed on the TV screen for the entire time the recording is being copied. If you change channels or display other DVR/guide screens during the copying process, your tape copy will contain these images and you will not have a complete copy of the recording.

1. Connect the **Cable Out** or **OUT 1 (TV)** connection on the back of the DVR to the **Cable IN** of your VCR.
2. Put a tape in your VCR.
3. Access your list of Recorded Programs.
4. Use the ▲▼ buttons on your remote to highlight a program from your list of Recorded programs. Press OK to select a program.
5. From the information screen, select to resume Play from where you left off or select to restart from the beginning.
6. Start recording when playback begins.
7. As the recording plays, it is taped to your VCR.

**Recording HD programming requires DVR connection to HD Television.*

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To help you manage your personal video library, TV Guide Interactive will advise you with an on-screen notice when the available memory gets low or full.

If recording space becomes full during a recording, the recording will stop. Make sure you have enough recording space to record the entire program before you begin to avoid missing part of the program.

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Reminders

With TV Guide Interactive®, you can set **Reminders** so you don't miss shows you want to watch.

Setting Reminders

From a program information screen, highlight the icon in the **Quick Access Menu** and press **OK**. Follow the on-screen prompts to confirm the **Reminder** or set **Reminder Options**.

Reminder Options

Reminder options let you customize the frequency and timing for **Reminders.**

- Use the ◄ ► buttons to set repeating Reminders that will appear Once, Once a Day, Once a Week, Mon-Fri, or Sat-Sun.

- Determine the Start Time for the **Reminder** to appear on screen, up to 15 minutes prior to the program start.

- **Reminder** End Time enables you to extend the reminder period beyond the end of the program up to 2 hours after the program is over.

- When you set a **Reminder**, you have the option of choosing to bypass locks you placed on the program. You can then tune directly to the program from the **Reminder** without having to enter your locks PIN, if you have set one up (See Parental Control section for more information).

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Smart Channel Surfing

Flip

The **Flip Bar** allows you to see program information as you change channels to help you know more about what's on. Information on the **Flip Bar** includes program name, start and end time, channel, and current time.

- Press **CHAN▲▼** to change channels and see the Flip Bar on screen.
- When you find a program you like, press **OK** to make the Flip Bar disappear or press **INFO** for more program details.

Browse

See what's on other channels and what's on at other times without leaving the show you are watching with **Browse**. As you are watching TV, press **OK** then use the ◄ ► buttons to browse time and use the ▲▼ buttons to browse channels.

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Guide Tip Use the LOCK, FAV and INFO buttons on your remote to activate these features while using Flip and Browse.

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Digital Pay-Per-View

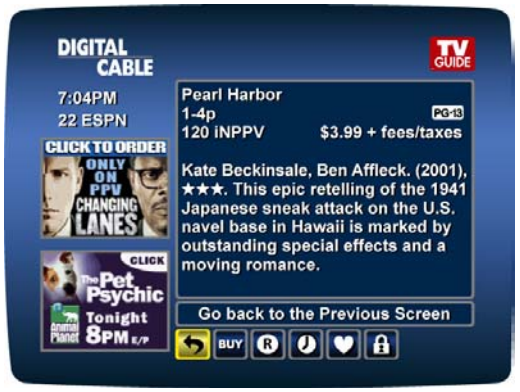
TV Guide Interactive® makes ordering and watching Pay Per View (PPV) programs easy.

Ordering Pay-Per-View

From the **Main Menu**, select any of the PPV options and see a list of all the programs currently available to order.

When you find a program of interest, highlight the title and press **OK** for an information screen.

To purchase the program, highlight the BUY icon and follow the on-screen prompts to complete and confirm your order.



If the program is scheduled to air at a future time, a Reminder is automatically set to appear before your program begins.

Guide Symbols to Know: PPV Information Screens

Go back to the previous screen	See all the times the program will be airing
BUY Order the program, or cancel an ordered program	Save this channel in your favorites list
R Set Recording Timers (Requires separate VCR Setup or use of Digital Video Recorder.)	Indicates the program is available as a package

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Ordering Pay Per View By Phone

If your cable provider offers phone ordering, the order information appears on screen. Simply call the number to place your order. Then select Continue to complete your order.

Ordering Pay Per View Packages

Your cable service may offer programs in a package. Select the package title from the listings, and see details on the package. Select for a list of all the programs included in the package.

Canceling a Pay-Per-View Order

To cancel a PPV order before the program starts:

- Select the ordered program in any of the listings menus (there will be a $ sign in the Instant Information).
- From the information screen, select the BUY Action Icon and follow the prompts to cancel the order.

Note: *In some cable systems, your order will automatically be cancelled if you do not tune to the program. In systems that use phone ordering, you will need to call in your cancellation. Please check with your cable provider on the correct pay-per-view cancellation procedure.*

Guide Tip Set up a Purchase PIN to restrict unauthorized Pay-Per-View purchases. Refer to the Parental Control Setup section for more information.

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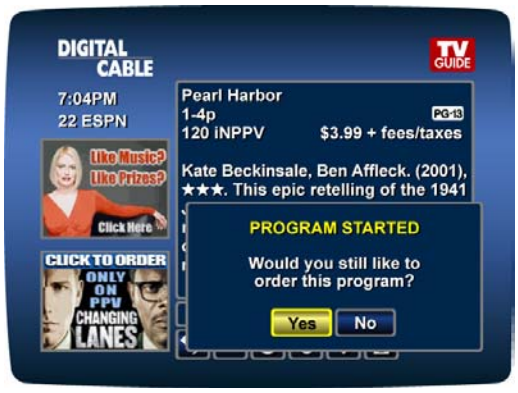
Pay-Per-View Notices

Pay-Per-View Program Started

A Program Started screen will appear if you try to order a PPV program that has already started but is within the purchase window. You may still order this program. *Note: Purchase window is established by your cable provider.*



Pay-Per-View Order Conflict

When you order a PPV program that airs at the same time as an existing Pay-Per-View order, you will be alerted on-screen with the option to cancel your order or keep both orders.

Pay-Per-View Program Missed

If you have ordered a PPV program, but didn't tune to it, a "Program Missed" notice will appear asking if you would like to reschedule your order.

Note: This screen will not appear in systems that use phone ordering.

Guide Tip Remember, you can get on-screen help with guide features anytime. Just press the **HELP** button on your remote.

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Video On Demand

Watch movies and other programs whenever you want with Video On Demand.* When you rent a Video On Demand program or package, it is reserved for a specific period of time, and you can access and watch the program at your convenience, as many times as you want within the rental period. You can even pause, fast-forward and rewind using your remote

Accessing Video On Demand

You can access Video On Demand programming multiple ways, depending on your cable provider's service.

- From the TV Guide Interactive® **Main Menu**
- From the **Quick Access Menu**
- From a Channel in the Listings+
- From the **Quick Guide**

Ordering Video On Demand Programs

The Video On Demand Menu displays categories of programming. Use the ▲▼►◄ buttons on your remote to select a category and access program listings for the category or to access sub-category menus.**

Select a title to access detailed information, including rental time, cost, program rating and a program description.

Video Previews may be available.

**Video On Demand not available in all areas. Video On Demand programs may not be recorded with DVR (if available).*

***Menu label and categories vary by cable provider.*

+If available from your cable provider.

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To buy the program, highlight the BUY Action Icon, then follow the on-screen prompts to complete your order. If the program is available at no cost*, a icon will appear instead of BUY. Your selection will begin playing immediately and you can watch as often as you want during the rental period.

Guide Symbols to Know – Video On Demand Action Icons

- Go back to the previous screen
- BUY - Order the program, or cancel an ordered program
- Tune to a program (for some free and subscription programming)
- Preview
- Place a lock on the program to restrict viewing
- Resume play of the video (appears for purchased videos)
- Restart the video from the beginning (appears for purchased videos)
- Delete the title from your rented titles list (appears for purchased videos)
- Indicates the program is available as a package

**Pricing varies by cable operator*

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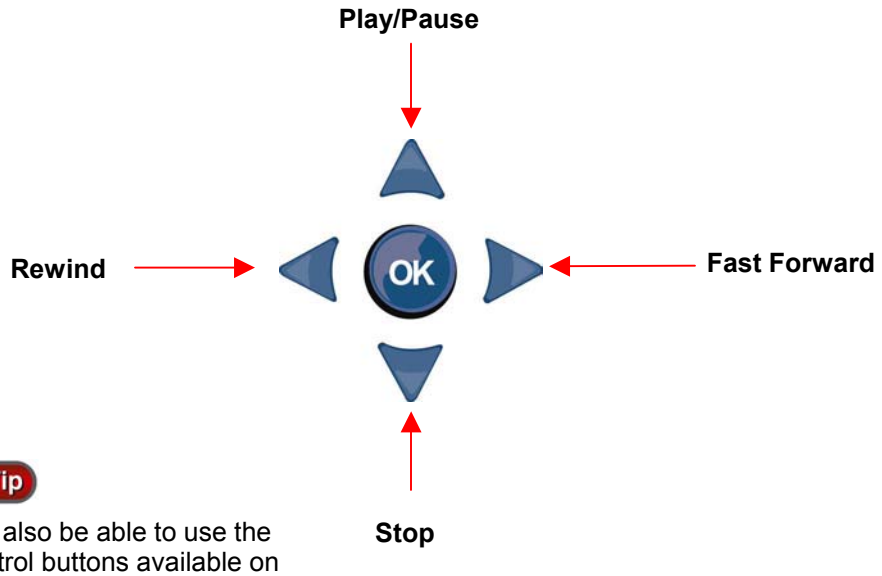
Watching Video On Demand Programs

Use your remote to pause, fast-forward, rewind and stop the program.



Guide Tip

You may also be able to use the VCR control buttons available on some digital cable remote controls. Remote control features vary.

If you have stopped a program and want to come back to it later, select **My Rentals*** from the Video On Demand Menu.

- Highlight and select a title and see an information screen that displays your remaining rental time and other program details.
- Select to start watching where you left off, or select to start the program from the beginning.
- Watch as many times as you want within the rental period.

**Menu label varies by cable system.*

Guide Tip You can also find rented titles in other Video On Demand listing screens. A checkmark appears in the Instant Information to identify it as a rented program.

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Video On Demand Packages

Some programs may be available as part of a package. If a program is available in a package, or available with a subscription service, a notice will appear on your screen. You can select BUY to continue with the purchase, ⊘ to cancel or ⬚ to learn more about the package.

Note that Video On Demand programs that are free or part of a subscription may not appear on the My Rentals list. These programs can be accessed at any time from the listings.

Guide Tip If a Reminder appears during a Video On Demand program you are watching, you can accept the Reminder and tune to the program, which stops the Video On Demand program. . To return to your Video On Demand program later, access it from your list of rented titles and Resume or Restart from the beginning.

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Premium Services

To see all the premium channels* offered by your cable company, select Premium from the **Main Menu**.

- Press **INFO** or **OK** on your remote to see an information screen for a description of the channel, ordering information and other options.

Guide Symbols to Know: Premium Channel Information Screens

- Go back to the previous screen

- See information on ordering this premium service channel

- View listings for the channel

- Tune to that channel (if you have subscribed to it)

- Save this channel in your favorites list

- Set a Parental Control lock on the channel

** where available*

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Digital Music

Digital Music is continuous, commercial-free music in a variety of formats.

To access Digital Music:

- Select Digital Music from the **Main Menu**,

  or

- Press the Icon on the **Quick Access Menu**,

  or

- Press the **MUSIC** button on the remote if available.

You can press **INFO** for more information on each category.

Then select a music format and enjoy the music.

As you're listening, press **INFO** for more information on title, track and artist. *

Guide Tip Digital Music channels may also be set as Favorites so you can quickly navigate through your favorite music channels. Refer to the Favorites section for more information.

**where available*

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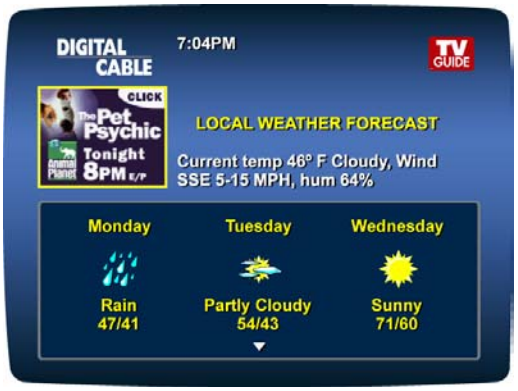
Weather

Get accurate and up-to-date local weather conditions and a 3-day forecast with TV Guide Interactive®.

- Highlight Weather from the **Main Menu** and press **OK**.
- Use the ▼ button to see a detailed local weather forecast.

Note: Weather not available for all locations.



Messages

Messages may be sent occasionally by your cable company to announce new services, special promotions or other information. If you have a message, an envelope indicator will appear in the upper left corner on the screen and a red light will appear on your set-top box. From the **Main Menu**, select **Messages**. Highlight the desired message and press **OK** to read it.

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Parental Controls and Purchase PINS

Parental Control allows you to restrict viewing and purchases of objectionable TV programming. Set a personalized 4-digit PIN and you can place locks on selected ratings, channels and titles. You can hide adult titles from being displayed on screen.

PINS Setup

Set up and change your Parental Control PIN and Purchase PIN in PIN setup. Your Parental Control PIN allows you to restrict viewing of programs. Your Purchase PIN is used to restrict pay programming purchases.

- Select Setup from the **Main Menu**
- Select PINs
- Follow the on-screen prompts to setup, clear, or change your PINs

Parental Control Locks Setup

Set Locks anytime in the guide or while watching television. Just press the **LOCK** button on your remote, or use the icon on an information screen. Enter your 4 digit Parental Control PIN and lock the channel, title or rating using the on-screen prompts.

You can also set **Locks** from the **Setup Menu**. From the **Main Menu** select **Setup**, then **Locks**. Use the ▲▼◄ ► buttons to make your selections, including title, rating or channel and then press **OK.**

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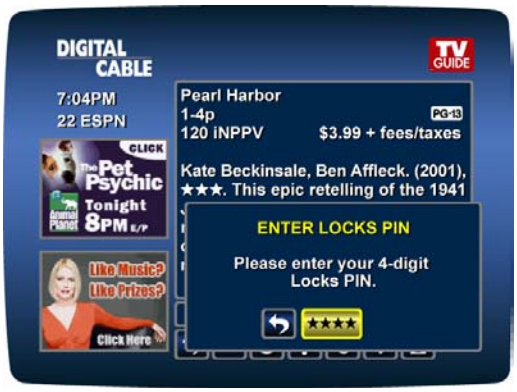
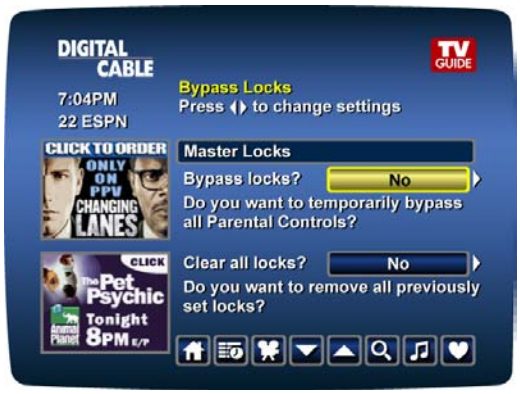
View Locked Programs

To view programs and channels that you have locked, tune to the program or select it from the listings. Follow the on-screen prompt to enter your PIN and unlock the channel or program.



Bypass or Clear Locks

Temporarily open or clear all locks for easier viewing. Select **Master Locks** from the **Locks Setup** screen and change the option from **No** to **Yes**.



Restore Locks

Locks may be restored in any of the following ways:

- Press the **LOCK** button anytime and enter your 4-digit PIN
- Select Locks from the Setup Menu, then select YES to turn Locks back on.
- Turn the set-top box off, and back on.

Guide Tip A symbol appears in the listings to indicate a program has been locked through the Parental Control feature. To unlock, press the **LOCK** button on the remote and enter your 4-digit code.

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Favorites

The **Favorites** feature allows you to quickly access the channels you have designated as your favorites to see what's on.

To add channels to your favorites listings

- Select **Setup** from the **Main Menu**
- Select **Favorites**
- Highlight a channel and press **OK** - a ♥ will appear next to the listing, designating it as a favorite

To remove a channel from your favorites, highlight it and press **OK** - the ♥ disappears and the channel will no longer be designated as a favorite.

Select **Favorites** from the **Main Menu** or ♥ from the **Quick Access Menu** to see a list of your **Favorite** channels.

While you are in program listings, press the **FAV** button on your remote to move the highlight to your next favorite channel. While watching TV, press **FAV** to quickly tune to your favorites.

Guide Tip Note: You can also use the **Favorites** feature within Digital Music listings or while listening to Digital Music. Press the **FAV** button to navigate through your favorite music channels.

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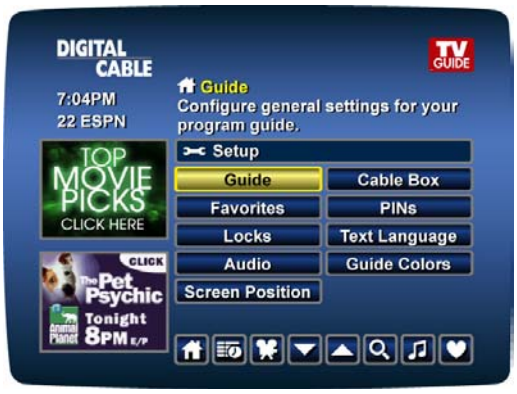
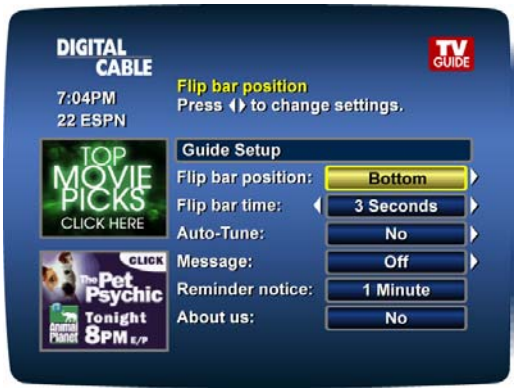
Setup

You can activate and customize certain TV Guide Interactive features such as the Flip Bar, Lock options, Cable Box settings, Audio settings and Languages from the Setup Menu.



Guide Setup

Use your remote to select Setup from the **Main Menu,** then use the ◄ ► buttons to select from the following setup options:



- ***Flip Bar Position*** – The Flip Bar can appear either at the top or bottom of your screen
- ***Flip Bar Time*** – Change the duration the Flip Bar will stay on your screen from 3 to 15 seconds
- ***Auto-Tune*** –
  - ***Yes*** – Automatically tunes after 2 seconds when you enter numbers directly on your remote
  - ***No*** – Enter 3 digits or press OK after entering numbers on the remote
- ***Message*** – Select On to make the message envelope appear when a new message is received
- ***Reminder Notice*** – Adjust the amount of time before the start of a program that the Reminder notice will appear from 1 – 15 minutes

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Cable Box Setup

- ***Time Display*** –
  - ***Off*** - displays the currently tuned channel on the front of the terminal
  - ***On*** - displays the current time on the terminal
- ***AC Outlet*** –
  - ***Switched*** - determines that power is available only when the terminal is on
  - ***Unswitched*** - means that power is always available to the outlet on the back of the terminal
- ***See Configuration*** –
  - Choose ***Yes*** to show the configuration screen (includes information your cable company may need in the event of a problem with your service)

Audio Setup

- ***Default audio language*** – Change secondary digital audio available with certain networks and programs. Press ◄ ► buttons to change the default language to English, Spanish, French or Portuguese.
- ***Optimal Stereo Volume*** -
  - ***No*** - means the volume is unchanged from the current setting
  - ***Yes*** - means the volume is automatically adjusted to the optimal level
- ***Dolby Digital*** –
  - ***ON*** – turns Dolby Digital on (available only for cable boxes supporting Dolby Digital)
  - ***OFF*** – turns Dolby Digital off
- ***Audio Output*** - Choose if the audio output comes from your TV or from your stereo.
  - ***TV*** is the default setting
  - Select ***Advanced*** to change the settings for Compression and Stereo Output

Guide Tip Remember, you can always click on the panels on the left of every screen for more information!

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Screen Position Setup

To alter your screen position

- From the **Setup Menu**, select Screen Position to display the Screen Position Adjust screen
- Use the ▲▼◄ ► buttons on your remote until the display arrows are centered on the screen

Text Language Setup

- Select English, Canadian English, Canadian French or Spanish to change the on-screen commands, selection bars and help screens within TV Guide Interactive®
- From the **Setup Menu**, select Language and use the ▲▼◄ ► buttons to select the desired language. To confirm, select Yes

Note: Changing the language of TV Guide Interactive® can take several minutes. During this time, TV Guide Interactive is not accessible.

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Frequently Asked Questions

DVR and Digital Services

Q. ***I have a home theater system. Can I record a program in Dolby Digital 5.1?***

A. As long as the program is being broadcast in Digital Audio, the DVR will record the digital audio portion. A Dolby Digital indicator will appear on the Flip Bar for programs that are broadcast in Dolby audio.

Q. ***Can I receive and record programs in high-definition with my DVR?***

A. Yes! As long as you have the DVR connected to a high-definition television (HDTV), you can watch HDTV programming as well as record it on your DVR.

Q. ***What is the picture quality of recorded programs?***

A. The DVR records programs in the same quality they are broadcast. For example, programs broadcast in HDTV format are recorded in HDTV quality (if you DVR is connected to a High Definition television.) Broadcast quality may vary.

Q. ***Can I record Digital Music channels?***

A. Yes, you can record and playback Digital Music. However, currently the playback controls (Pause, FF and REW) are not functional for recorded digital music.

Q. Can I record Video On Demand and Pay Per View programs?

A. Video on Demand cannot be recorded with the DVR. You may record Pay Per View programs like any other program.

Recording and Playback of Recorded Programs

Q. ***How many recordings can I schedule for the future?***

A. There is no limit to the number of recordings you can schedule as long as you do not schedule more than one program to record at the same time and as long as you have available recording space.

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Q. ***What if the program I want to record runs over its scheduled airtime such as when a football game goes into overtime. How can I make sure I record everything?***

A. Change the record options for the program. Just adjust the start and end times for the recording to make sure everything gets recorded.

Q. ***Can I watch a program while I'm recording?***

A. You can watch a previously recorded program when you are recording a live program. If you are recording a live show, changing channels will stop the recording. You will see a screen asking you to confirm you want to change the channel and stop the recording.

Q. ***Can I watch a show I am recording before recording is completed?***

A. Yes! You can either watch it in "real time" as it's being recorded or you can rewind the program you are currently recording and watch it from the beginning while the recording continues.

Q. ***Can I make a VHS tape of a recorded program?***

A. Yes. As you are watching a program you have recorded on your DVR, you can record it to a tape.

Q. ***Can I set up my DVR to record every episode of a specific program title?***

A. Currently, your DVR will allow you to schedule recordings based on a program's airtime and channel. You can set a repeating recording, such as every day or once a week. However, if the program you want to record does not air in the scheduled time slot, the DVR will record whatever is airing at that time on that channel. *Tip:* Use Title Search to find all air times for a particular title. You can then set up individual recordings for any or all episodes, no matter what time they're on.

Q. ***Can I schedule a recording for two shows airing at the same time?***

A. Currently, your DVR can only record one program at a time. If you try to schedule a recording at the same time as you have scheduled another one, you will see a Scheduling Conflict message that gives you the opportunity to change your recording options.

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Q. ***Can I increase the Rewind and Fast Forward speed?***

A. Yes! Your DVR will control rewind and fast-forward at four speeds. Just press the REW or FF buttons up to four times. The on-screen indicator will tell you at what speed you are controlling playback.

Q. ***Can I set the DVR to skip commercials as it is recording?***

A. No. You can only fast forward through commercials if you're watching a previously recorded program.

Q. ***Can I "bookmark" a program I have recorded?***

A. Yes! When you stop playback of a recorded program, it is still saved in My Recordings. To go back and resume play select the program and you can either play from where you left off or restart the program from the beginning using the Action Icons from the program information screen.

Q. ***On occasion, a recording starts a minute or two after the program has begun. Why?***

A. The DVR timer is synchronized with the program guide. If a broadcaster starts the program a minute earlier than the program guide's scheduled time, the DVR will miss that first minute. You can program the DVR to start early by adjusting your Recording Options.

Q. ***Only part of my program recorded. Why?***

A. If the beginning of the program did not record, you may have turned to it after the program began. If the end of the program did not record, the DVR may have reached its storage capacity before it was able to record the entire program.

Q. ***Do Parental Controls work with DVR?***

A. Yes! Parental Controls restrict viewing of recorded programs. If you schedule a recording for a program you have locked, the program will be recorded, however audio is muted and not video will appear while the program is recording. A restricted notice will appear allowing you to enter your PIN to view the program during recording. Once the program is recorded, you can access it from your list of recorded programs. Just enter your PIN to view it.

You can also set Parental Control locks on pre-recorded programs. Use the LOCK button or Action Icon after you have selected the program from My Recordings.

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Managing Your Recordings

Q. ***How many hours of programming can I store on my DVR?***

A. Recording capacity depends on the video format. Your DVR can record up to 25 hours of analog or over 30 hours of digital programming, or up to 12 hours of High Definition programming. See the record capacity section in this book for more information.

Q. ***How long can I keep My Recordings?***

A. You can keep them as long as you want. Just remember, the recording space is limited, so you may need to delete some recorded programs from time to time in order to make room for new ones.

Q. ***How will I know when I'm almost out of recording space?***

A. A message will appear on-screen advising you when recording space is low (80% full) or full. Note that if you are recording a program and run out of recording space, the recording will stop. You can always see how much recording space is available from My Recordings. You can also manually delete recordings and set your DVR to automatically delete recorded programs when space is needed.

Q. ***Does the DVR automatically delete programs when the record space is full?***

A. Only if you set it up that way. The DVR will automatically delete programs if you tell it to by marking the programs to be deleted when space is needed. When the record space is full the oldest recordings will be deleted first. If you do not want the DVR to automatically delete certain recordings, you can mark them so that they are only deleted by you.

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Controlling Live TV

Q. ***How long can I pause live TV?***

A. You can pause up to two hours of standard TV programming; less with HD programming.

Q. ***How far back can I rewind live TV?***

A. You can rewind up to two hours of standard TV programming or as long as you were tuned to the same channel.

Q. ***Can I use Instant Replay?***

A. Yes. If your remote control is equipped with a Replay button, press it to instantly replay the last 15 seconds of the program. If there is no Replay button, use the Page ▼ button on your remote.

Q. ***If I'm watching a program-in-progress and want to record it, can I record from the beginning?***

A. No. Currently, the DVR begins recording at the point in the program you pressed REC .

Q. ***How can I catch up to the live point of a program after I've paused it?***

A. Press the LIVE button (if available) or the▼ button on the remote. Or, you can fast-forward to the point of live programming. The on-screen indicator will display "LIVE".

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Video On Demand

Q. ***Do my Parental Control & Purchase PIN settings stay the same for Video On Demand purchases as with regular programs?***

A. Yes. PINs and settings apply to Video On Demand ratings and purchases.

Q. ***What if I only watched 15 minutes of my Video On Demand program and didn't get to watch the rest before it expired?***

A. You will have to order it again. Refer to the Video On Demand section in this manual for remaining rental and viewing time.

Q. ***If I get to the end of a Video On Demand program and want to watch it again, can I restart at the beginning?***

A. Yes, as long as your viewing or rental period has not expired, you may watch it again.

Q. ***How do I return to watching a Video On Demand program after I've tuned to another channel?***

A. Select My Rentals from the Video On Demand menu and choose the program you want to resume watching. You can either begin watching where you left off with the *Resume* feature, or start over with the *Restart* feature.

Q. ***Some of the programs appear in the listings with a checkmark or a dollar sign next to the title. What does this mean?***

A. Depending on the services your cable provider offers, you may see a checkmark or a dollar sign to indicate a program you have ordered is available for viewing.

Q. ***How many Video On Demand programs can I order at one time?***

A. Typically, there is no limit on purchases. Check with your cable operator for system-specific ordering information.

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Q. ***I tried to order a Video On Demand program and received an error screen that said, "Unable to Process Request." What does this mean?***

A. The "Unable to Process Request" message occurs when the set-top box is unable to communicate with the Video On Demand equipment at your cable company. Try turning your set-top box off, and then turn it on again. If the message appears again, note the time it appeared and the action you took, and call your cable operator.

Q. ***When I select a category from the Video On Demand menu, I receive a message that says, "No program listings available."***

A. If there are no listings for a particular category, this message will appear.

Interactive Program Guide

Q. ***What are the icons (little pictures) at the bottom of the screen?***

A. **Quick Access Menu Icons** are available to help you find what you're looking for faster. On some menu and listings screens the Quick Access Menu lets you quickly go to other areas of the guide, such as movie listings or the Search menu. In program information screens (once you have selected a program title by highlighting it and pressing **OK**), you can use the **Action Icons** to set Reminders and Parental Controls, schedule Recordings, BUY programs and more.

Q. ***How do I tell what the icons mean?***

A. You will find descriptive text in the Instant Information area when you have an Icon highlighted. This information changes as you move the yellow highlight using the arrow buttons on your remote. On program information screens, the Action Icons are specific to the program. For example, a BUY icon will appear only for VOD and PPV programs and Playback control icons will appear only for recorded programs or rented Video On Demand titles. Descriptive text appears just above the row of these icons.

Q. ***I can't see the entire program title in the listings grid.***

A. Some program titles are too long to fit in the space provided in the grid. You might see "…" to indicate there is more to the title. (For example: Third Rock From the Sun might look like Third Rock…) Just look in the Instant Information area at the top of the grid and you can see the program title and other valuable information, including Rating, Actors, start/end times, etc.

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Q. ***What are the "pictures" on the left side of the screens?***

A. TV Guide Interactive has "clickable" promotional content that gives you ideas on what to watch and more. You can access the panels on the left side of the screens using the ▲▼◄ buttons on the remote. Highlight the panel and press the **OK** to see a detailed, interactive information screen. You can also access the text promotion bar located at the bottom of listings screens for more information.

Q. ***What is the graphic bar that appears when I change channels?***

A. TV Guide Interactive's **Flip** bar appears for a few seconds as you're changing channels to provide important information about programs. You will find the name of the current program, start and end times, channel number and a promotion on the left side of the bar. For more in-depth information on a program, press **INFO** on your remote. Also use the ▲▼◄ ► buttons on your remote to change to **Browse** mode to see what's on other channels and at other times without missing the program you're currently watching. (Note: On DVR boxes you need to press the **OK** button and then the arrow buttons to **Browse**).

Q. ***How do I get information on programs?***

A. TV Guide Interactive provides detailed information on programs as well as movies and sporting events. While in a listings screen, or while tuned to a program, you can access information by pressing the **INFO** button on your remote. Information includes program details like actors, ratings, and a brief program synopsis. You can also set Reminders, place Parental Control Locks, order pay-per-view movies and sporting events, and see other times the program is airing – all from one screen. To remove the information screen and return to watching television, press the **EXIT** button on the remote.

Q. ***What is the red light on my box and/or what is the envelope on the screen?***

A. Occasionally your cable provider may send a message (kind of like e-mail) to let you know of new services and special promotions. To read the message, go to the **Main Menu** and select **Messages**. You can keep or delete the message once you have read it.

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Q. ***How do I set my digital audio language?***

A. Not only can you choose the language that displays in the on-screen commands and help text, but you can also change the secondary digital audio that is available with certain networks and programs. Choose **Audio** from the **Setup Menu** and then change the default setting. Choose from English, Spanish, Portuguese, or French. This feature is only supported on certain digital channels that provide secondary audio. If the chosen audio language is not available, the default audio language will be heard.

Q. ***What if I forget my Parental Control/Purchase PINs?***

A. You must call your local cable company to have these PINs reset. All of the PINs will be cleared. Upon completion, you will need to re-enter all PINs.

Q. ***Why can't I purchase this pay-per-view program?***

A. There are several things that could restrict pay-per-view ordering:

1. Check to make sure the phone line is plugged in
2. You may have inadvertently made too many pay-per-view orders. You may have to cancel one before you make another order
3. You may have reached your credit limit. Call your cable company and have them check your limit

Q. ***What if I missed a pay-per-view movie/event that I ordered?***

A. In systems that provide impulse-ordering capability, you will not be billed for pay-per-view on channels that aren't tuned. In systems that offer phone ordering, you need to call your system to cancel pay-per-view orders. Check with your cable company to confirm canceling procedures.

Troubleshooting

Q. ***Why doesn't the set top box respond when I press the keys on my remote?***

A. Make sure your remote is in the Cable mode. Press the Cable button on the remote.

Q. What happens if my DVR temporarily loses power?

A. All recordings that were saved prior to the power loss are preserved, as well as future recording schedules. You miss only the recordings that were scheduled to be recorded while the power was out.

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Q. ***If the power goes out, do I need to reset my Parental Control and Purchase PINs, Favorite Channels, Locks and Reminders?***

A. No. These items cannot be lost if the terminal loses its power.

Q. ***Nothing happens when the MENU button is pushed, but I can change the channel up and down.***

A. If the terminal was just installed, it takes approximately 15-30 minutes for the guide to be downloaded to the set top. If after 15-30 minutes nothing happens, unplug the terminal and plug it back in and wait another 15-30 minutes. If TV Guide Interactive still does not show up, contact your cable company.

Q. ***I can't see the edges of the TV Guide Interactive screens.***

A. Select the Adjust Screen Position option from the Setup screen. Press the ▲▼◄ ► buttons until the arrows on the screen are centered.

Q. ***The guide has locked up. Neither the buttons on the remote, nor the buttons on the terminal itself work.***

A. Try unplugging the terminal and then plugging it back in. This will reset the terminal and allow for data to be downloaded. It will take some time for the information to appear. If there is still a problem after the information has appeared, call your cable company.

Q. ***I have no video, a snowy picture, or I cannot tune to any of the digital channels.***

A. Make sure that all of the cable connections are secure and that the TV is tuned to the correct channel (3 or 4). Also, make sure you are actually controlling the cable terminal (press the **CABLE** button on the remote).

Q. ***Why won't my remote control respond when I press a button?***

A. Go through this quick checklist to determine the problem:

1. Press the **CABLE** button on the remote to make sure it is in cable mode. Try using the remote again. Move to Step 2 if necessary.
2. If the remote is still not functioning correctly, press the CHAN ▲ button on the front of the terminal. If the channel changes, then there is a problem with the remote control. The batteries or the remote control itself may need to be replaced.

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Q. ***There are no listings in TV Guide Interactive, or the words "To Be Announced" appear in the listings screens.***

A. This situation can happen if there has been a power failure or if the terminal was unplugged. Make sure everything is plugged in again and running. Wait 15 to 30 minutes as the channels and program data start to fill in.

Q. ***I have a message on my screen that says 'This feature is currently being restored.' What does this mean?***

A. This screen appears when you try to access a feature that is not available because the set-top box has not received all the necessary data. This most commonly happens following a power loss.

Q. ***I have a message on the screen that says 'This channel should be available shortly.' What does this mean?***

A. This screen will appear when you tune to a channel that is currently not available. If the channel is not available after 15-30 minutes, call your cable company.

Q. ***What do I do if I am stuck in a screen or menu I do not understand, and want to get out?***

A. You can always press the **EXIT** button to immediately return to watching TV. You can also press the **LAST** button to back up one screen at a time.

Q. ***The displayed listing information or pricing information is incorrect.***

A. Although TV Guide Interactive checks all data thoroughly before it is sent to your home, programmers do sometimes change their schedules at the last minute without letting us know. Please report erroneous data to your cable company.

Note: If you experience continued problems with your cable box, remote control or program listings, please contact your local cable company.

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